



Volunteering with Chimo offers a unique and rewarding opportunity to support those in need and to make a positive difference in your community. Volunteering is a powerful avenue for ongoing personal growth! It is also a great way to gain valuable life skills and professional skills, such as self-awareness, active listening skills, crisis prevention and management skills.

We are proud to offer in-depth training delivered by highly-skilled, Masters-level training facilitators. Volunteers are the backbone of our services, and we are committed to ensure that you receive the training, support and encouragement that you deserve.

### **Crisis Line Program Overview**

Crisis Line Volunteers provide emotional support, referral information, and crisis intervention to a diverse population of callers in distress 16 hours a day, 7 days a week. Callers seek support with a wide range of issues.

### **Qualifications**

- 19 years of age and older
- **Good command of spoken English**
- Successfully complete a Vulnerable Sector Criminal Record Check

### **Training**

Successful candidates are required to complete the Chimo Volunteer Core Training Program:

- Covering topics on basic counseling skills, mental health, substance use, abuse, and crisis intervention.
- Formats include lectures, small group discussions, and role-play exercises.
  - o 4 Online Modules – 1 per week
  - o 4 Online Checkpoints on Weekends – 3 hours every weekend.
  - o 4 in-person Observation Shifts – Trainee will be provided with a schedule to select 4 different 3-hour slots to come in the office to observe callers so they can be better prepared for the role-plays during Checkpoints
- Additionally, 4 In-person Coaching shifts on the Crisis Line after the 4 weeks of training.

### **Training Fee: \$125**

### **Commitment Expectations**

This is an ON-SITE volunteer opportunity; shifts are available during weekdays from 8 am to midnight and on weekends. Volunteers must commit to a minimum one 4-hour shift per week, a maximum 8 hours, **for 200 hours**, including one **8 pm to midnight** shift each month (training sessions not included), after completion of training. Volunteers are expected to attend a Cohort Check-In meeting within 3 months after their training. ***Please note that applicants can only apply for one program at a time. For example, if you are accepted into the Crisis Line volunteer program, you will then be expected to fulfill the commitment requirement before applying to another program.***



### **Volunteer Application Process**

1. Upon receipt of the application form, the Resource Development Coordinator will review and contact applicants for a pre-screening phone meeting.
2. Qualified applicants will be invited to attend an interview with the Program Manager.
3. Reference checks will be conducted.
4. Accepted applicants will be provided with instructions regarding the completion of the Vulnerable Sector Criminal Record Check and payment of the training fee.
5. **Successful candidates are required to attend all mandatory training (Core and Program-Specific) sessions. Evaluation of suitability is conducted throughout the training sessions as well.**

Please email your application to [volunteer@chimoservices.com](mailto:volunteer@chimoservices.com). We look forward to hearing from you soon.

## Crisis Line Volunteer Application Form

*Chimo Community Services respects and upholds an individual's right to privacy and to protection of his or her personal information. A complete copy of Chimo's Personal Information and Protection of Privacy Volunteer Information Policy can be found at the end of this application.*

Submission Date: \_\_\_\_\_

Personal Information	
First Name	Last Name
Address	Postal Code
City	Email Address
Mobile number	Home number
Work number	Preferred contact number (please check one) <input type="checkbox"/> Mobile <input type="checkbox"/> Home <input type="checkbox"/> Work

Volunteer or Work Experience		
Position Title	Organization	Start Date – End Date
Position Title	Organization	Start Date – End Date
Position Title	Organization	Start Date – End Date

Education or Related Training Experience		
Education/Training	Organization	Start Date – End Date
Education/Training	Organization	Start Date – End Date
Education/Training	Organization	Start Date – End Date

References (please provide minimum 2 references with one being work-related)		
Work-related (Employment or Volunteer) Referee Name	Organization and Title	Email (preferred) and Telephone
Work-related (Employment or Volunteer) Referee Name	Organization and Title	Email (preferred) and Telephone
Personal reference from your network – Referee Name	Organization and Title or Relation to you	Email (preferred) and Telephone

Emergency contact		
Name	Relation to you	Telephone

Where did you find out about this volunteer opportunity?



The following section helps us to better understand your goals and understanding of the volunteer role. Please take time to reflect on your experience and feel free to elaborate with examples:

1. What do you hope to gain from your experience at Chimo? How will you contribute to Chimo?
  
  
  
  
  
  
  
  
  
  
  
  
  
  
2. In your opinion, what is the difference between giving someone advice and listening? Please give an example from your experience where you helped someone by listening.
  
  
  
  
  
  
  
  
  
  
  
  
  
  
3. In the last year, what personal or family loss or crisis have you experienced? How did you cope with the loss or crisis?
  
  
  
  
  
  
  
  
  
  
  
  
  
  
4. What does empathy mean to you? Please tell us about a time that you felt empathy for someone.
  
  
  
  
  
  
  
  
  
  
  
  
  
  
5. Often Chimo serves clients who are in crisis. Some clients are coping with issues such as poverty, abuse, addictions and mental health. How do you feel about working with people who are coping with these issues?
  
  
  
  
  
  
  
  
  
  
  
  
  
  
6. Chimo values diversity. Please give an example of a time when you worked with a diverse group of people. What were the challenges and benefits?

7. Have you or anyone close to you been suicidal? How did you cope with it?
  
8. How is helping someone at Chimo different than helping a friend or family member?
  
9. Describe a time when someone you know was experiencing a crisis. What do you think they were feeling? What did you say to support him/her?

Thank you for taking the time to complete this application. Please send to:

E-mail: [volunteer@chimoservices.com](mailto:volunteer@chimoservices.com)

Mail or drop in:  
Volunteer Services  
Chimo Community Services  
120 – 7000 Minoru Blvd.  
Richmond, BC V6Y 3Z5



## **Personal Information & Protection of Privacy Volunteer Information**

### **General**

Chimo Community Services respects and upholds an individual's right to privacy and to protection of their personal information. Chimo is committed to ensuring compliance with applicable privacy legislation and has developed policies and practices to achieve this end. Chimo maintains a Privacy Officer who is responsible for the agency's compliance with this policy.

### **Purposes for Collection, Use & Disclosure of Personal Information**

Chimo is accountable for the personal information under its control including information relating to volunteers. Personal information related to volunteers may be used:

- To facilitate participation in volunteer programs and provide references
- To assess eligibility and appropriateness of volunteer opportunities
- To contact volunteers for scheduling or volunteer training / development opportunities
- To comply with legal and regulatory requirements

Personal information may also be used for other purposes, subject to Chimo's obtaining prior consent for such use.

### **Limiting Collection, Use, Disclosure & Retention of Personal Information**

Chimo shall neither use nor disclose personal information for any purpose other than that for which it was collected, except with consent or as required by law. Personal information shall be retained only as long as is necessary for the fulfillment of the purposes for which it was collected, or as required by law.

### **Security of Personal Information**

Chimo protects personal information with appropriate security safeguards, including physical, administrative and electronic security measures.

### **Access to Personal Information**

Individuals from whom Chimo has collected personal information have the right to access their personal information that is under the control of Chimo Community Services. The Privacy Officer will assist with access requests. In some exceptional situations, Chimo may not be able to provide access to certain personal information that it holds. If access cannot be provided, Chimo shall notify the individual in writing of the reasons for the refusal. A response to a request for access to personal information shall be provided within 30 days of receipt of the request.

### **Concerns or Questions Regarding Privacy**

Questions or concerns regarding this policy and / or CHIMO's compliance with it should be directed to:

Privacy Officer, Chimo Community Services

120-7000 Minoru Blvd.

Richmond, BC V6Y 3Z5

(P) 604-279-7077

(F) 604-279-7075

(E) [chimo@chimoservices.com](mailto:chimo@chimoservices.com)